

City of San Antonio



**Volunteer Handbook
October 2013**

CITY OF SAN ANTONIO VOLUNTEER PROGRAM VOLUNTEER HANDBOOK

I. OVERVIEW

The volunteer program is designed to coordinate and manage all volunteer efforts, which support existing services provided to the community. The program addresses community service needs, while placing special emphasis on the City of San Antonio priorities. With this in mind, it is important to effectively match individuals and others interested in providing volunteer services to City of San Antonio departments that have exciting and fun work opportunities. The purpose of this handbook is to provide guidance and direction to staff and volunteers alike. As you begin volunteering for the City of San Antonio, you may have questions. This handbook is intended to help you answer those questions and to give you the information necessary to help make your time spent volunteering a positive experience.



II. MISSION

The City of San Antonio volunteer program is committed to encouraging community participation and the comprehensive coordination of volunteers to enhance city services. We strive to bring together volunteer resources and community engagement including, but not limited to the following departments: Parks and Recreation, Animal Care Services, San Antonio Public Library, Department of Development Services/Code Enforcement, San Antonio Metropolitan Health District, Department of Human Services, and Office of Historic Preservation.

III. VOLUNTEER PROGRAM COORDINATOR

The Volunteer Program Coordinator is located within the Communications/Public Relations Department, and is responsible for coordination of staff and volunteers so that their combined efforts jointly enrich and expand opportunities for the delivery of quality services to the community. The Volunteer Program Coordinator is responsible for planning the effective use of volunteers, assisting staff in identifying productive and creative roles, recruiting suitable volunteers, and tracking and evaluating their contribution to the City of San Antonio.

IV. BECOMING A VOLUNTEER

We are pleased that you have expressed interest in becoming a volunteer with the City of San Antonio. Others like you have volunteered for many reasons, including learning new skills, meeting new people or making a difference in our community. Each volunteer must complete an application form and liability release form thru our online volunteer management software at the following link: <https://www.volgistics.com/ex/portal.dll/ap?AP=1439256150>

It is important for us to know of any medical conditions which may affect your volunteering. If you are a minor, your parents must also sign these forms. No one may volunteer unless a completed liability waiver form is on file. Also, a motor vehicle driving record check and/or a criminal record background check may occur, depending on your requested volunteer assignment.

Upon completion of the application process, you will be contacted by the departments you wish to volunteer with, based on your selections on your application. You will also receive specific training from the staff member to whom you will report.



V. BEING A VOLUNTEER

A. Volunteer Hours

Time records are used to determine how service levels have increased and which services have been enhanced by volunteers. Time clocks are to be recorded each time a volunteer works, at the end of the month, or whenever stipulated by the supervisor. Each volunteer is asked to follow this practice. Volunteers might also want to maintain this record to document their experience and commitment.

B. Placement and Schedules

Work schedules of volunteers are diverse and varied depending on the department, program and or location of volunteers. Volunteers should work with their supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to his or her assignment on a scheduled day, the volunteer should notify his or her job supervisor as soon as possible.

C. Volunteer Duties

A description of your assignment will be developed prior to your volunteer placement so that you are provided a clear, complete and current description of the duties and responsibilities of your assignment. In addition, a listing of volunteer assignment qualifications, a designated work space and supervisor will also be provided. You may not perform professional services for which certification is required, unless you already hold the appropriate certificate or license, and have received approval from the Volunteer Program Coordinator. Upon seeking approval, please make sure to provide copies of any certificates or licenses, including any special driving licenses, first aid or CPR certification.

D. Problem Solving

If a problem should arise concerning any condition of your volunteering with the City of San Antonio, you should attempt to reconcile the matter with your supervisor. All volunteers are encouraged to attempt to settle problems or issues requiring attention within the department to which the volunteer is assigned. However, if you feel that a workable agreement or a satisfactory

solution to your problem has not been reached from discussion within the department, notify the Volunteer Program Coordinator.

VI. CITY OF SAN ANTONIO POLICIES

A. Smoking

Smoking is prohibited in all City of San Antonio facilities, including all City of San Antonio vehicles. Volunteers and employees who wish to smoke may do so outside the building.

B. Alcohol

Volunteers shall not consume or possess alcoholic beverages on conducting any City of San Antonio business or on any City of San Antonio premises. Volunteers who violate this policy are subject to immediate dismissal.

C. Drugs

Any volunteer, who uses, brings, possesses or is suspected of being under the influence of any form of narcotic, drug, or hallucinogen, except prescribed drugs and under the direction of a physician, is subject to immediate dismissal. In addition, any volunteer who transfers, sells, or attempts to sell same on City of San Antonio property or while on City of San Antonio business, at any time, is subject to immediate dismissal.

D. Proper Attire/Grooming

Volunteers are responsible for presenting a professional image to the public. Volunteers should dress appropriately for the conditions and performance of their duties as well as maintain good hygiene and grooming while working. All volunteers should practice common sense rules of neatness, cleanliness, and comfort. Certain positions require specific clothing requirements which are left to the reasonable discretion of the City Department.

E. Facility Usage

Please avoid personal phone calls, visits or other interruptions while on duty. Volunteers are prohibited from taking or using City supplies, materials, equipment, or facilities for personal use. City computer and telephone usage for personal reasons will be subject to the discretion of the City Departments.

F. Software Piracy

The City of San Antonio complies with all copyright laws for software programs installed and used on City of San Antonio-owned computers. Volunteers are expected to adhere to the City of San Antonio policy, which includes prohibiting the use of unauthorized copies of software on City of San Antonio computers; prohibiting the installation of software on City of San Antonio computers that was not purchased through appropriate City of San Antonio policies; and understanding that all computers, software and computer information is the City of San Antonio property. Therefore, all who

use the City of San Antonio computers cannot assume any right to privacy in such use.

G. Volunteers Serving Minors and Elderly Populations

The City of San Antonio will exercise appropriate care in the placement of volunteers into positions serving populations that include minors, the elderly or the frail, and individuals with disabilities. Depending on the nature of the assignment, volunteers may be required to be fingerprinted and submit to a background check. You will be informed if fingerprinting is required for your position. Volunteers who do not agree to the required screening may be refused an assignment.

H. Harassment

All City of San Antonio workers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City of San Antonio respect for the rights and dignity of each employee and volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any characteristic protected by law, will not be sanctioned or tolerated.

I. Dismissal

Volunteers who do not adhere to the rules, policies and regulations of the City of San Antonio, or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The City of San Antonio reserves the right to request that a volunteer leave immediately if circumstances warrant such action.

J. Attendance Policy

Volunteers are expected to always be prompt and on time in reporting for their assignment. Being late may inconvenience those who are counting on your presence. If unforeseen circumstances make you late, please notify your supervisor in advance. For those times when you are ill and unable to work, call your supervisor or department as early in the day as possible. Failure to appear for your shift without notifying your staff supervisor may result in your dismissal from the volunteer program.

K. Safety

Volunteers are expected to use safe work practices and immediately report unsafe conditions that exist in the workplace to their supervisor.

L. Age Requirements

The minimum age for volunteering is determined by individual departments.

Thank you again for your interest in
volunteering with the City of San Antonio.